



SQUAMISH

HARDWIRED *for* ADVENTURE

Revised: External Job Posting

Position:	Animal Control Officer
Status:	Regular Full Time
Department:	Bylaw & Animal Control
Posting Date:	January 26, 2017
Closing Date:	Closing date has been extended until position is filled.

GENERAL SUMMARY

Under the general supervision of the Manager of Bylaw Enforcement & Animal Control, the Animal Control Officer is responsible for field and administrative work to enforce the Animal Control Bylaw. In addition to assisting the Animal Control Shelter Coordinator with the daily operation of the Municipal Pound, the Animal Control Officer assists the Bylaw Enforcement Officer with enforcing other bylaws as necessary and as directed.

KEY RESPONSIBILITIES

Customer Service

- Contributes to the success of our team, creation of our community, and delivering outstanding customer service internally and externally by fostering the District of Squamish corporate values in their work: thinking beyond today, working together, acting with courage and enthusiasm, doing the right thing, and striving to do better every day.
- Follows the District of Squamish's Customer Service Guidelines to ensure the Delivery of Outstanding Service.

Animal Control Duties

- Receives, prioritizes, and investigates complaints regarding alleged infractions of the Animal Control Bylaw and other Regulatory bylaws, and takes the appropriate action.
- Patrols the District to detect violations of the Animal Control Bylaw, and assists the Bylaw Enforcement Officer when necessary and as directed.
- Impounds, cares for, and releases impounded animals.
- Explains and interprets the Animal Control bylaw and other Regulatory bylaws, regulations, procedures, and policies and conveys information to others clearly and concisely, both orally and in writing.
- Informs and educates bylaw violators of the nature of the bylaw offence, and actively seeks to resolve disputes or infractions informally; to gain voluntary compliance.
- Issues Warning Notices of Violation, Bylaw Offence Notices, Municipal Ticket Information's, Orders to Comply, Court Orders, and requests Warrants.
- Prepares any necessary Court documents and files, prosecutes alleged Animal Control Bylaw violations, and other Bylaw violations as necessary, and provides evidence in Court.
- Monitors and assists the Shelter Coordinator in the leading and evaluating of Animal Control Assistant staff.
- Sells dogs and dog licences, processes fees and fines, issues receipts and balances cash.
- Maintains administrative files and records, and prepares routine correspondence, and reports to Council.
- Handles livestock, injured and diseased animals, and transports accordingly.
- Assists with the cleaning of the Shelter and the care of the animals as necessary, and obtains supplies when required.
- Assists veterinary surgeon with the control of animals during treatment.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- Excellent interpersonal skills and the ability to provide effective customer service, diffuse hostility in an effective manner and consistently maintain a professional and diplomatic demeanour.
- Strong communication skills, both verbally and in writing.
- Must be able to meet the physical demands of the position including lifting at least 34 kg (75lbs) and working in adverse weather conditions.
- Ability to work both independently and interdependently while exercising sound judgement and initiative.
- Proven experience, thorough knowledge and the ability to demonstrate the principles, methods and equipment used in the capture, care, handling and safe transportation of injured, vicious, or stray animals.



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- Thorough knowledge of the District's Animal Control Bylaw, related legislation and regulations, other municipal bylaws, and the Community Charter.
- Knowledge of court and adjudication procedures, rules of evidence and investigational techniques.
- Ability to deal with confidential and sensitive information with a high degree of discretion and impartiality.
- Excellent conflict resolution skills.
- Good organizational skills.
- Thorough knowledge of business English, basic arithmetic and modern office practices and procedures.

REQUIRED TRAINING, EDUCATION AND EXPERIENCE

- Valid BC Class 5 Driver's licence with a safe driving record
- Grade 12 supplemented with Animal Care or Handling courses and demonstrated experience related to the work
- Able to obtain and maintain RCMP Security Clearance

AND

- Bylaw Compliance, Enforcement and Investigative Skills Certificate Program Level 1 & 2 – JIBC
- or Bylaw Compliance, Enforcement and Investigative Skills Certificate Program Level 1 and Animal Control Basic Training Certificate Langara College.
- One year enforcement related experience. Three years' experience in the care and handling of animals in an institutional setting.

OR

- An equivalent combination of education, training and experience

Hours of Work: 40 hours per week, Monday to Friday, shifts range between 9:30am- 6:00pm. Some flexibility is required, schedule may change to include working on the weekends.

Salary: **\$28.73 per hour**

This is a Union position within the Collective Agreement of CUPE Local 2269 and the District of Squamish.

Direct Your Application (Quoting Competition #) To: #17-09

Human Resources

District of Squamish

37955 Second Avenue, P.O. Box 310, Squamish, B.C., V8B 0A3 E-mail: jobs@squamish.ca